

Incident Report

As of 7/6/2011

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Governor's Office	2	21	23
	1	14	15
Customer Company Total	2	21	23
	1	14	15

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Governor's Office	2 0	21 0	23 0
Customer Company Total	2 0	21 0	23 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Governor's Office	2 0.00	21 0.12	23 0.11
Customer Company Total	2 0.00	21 0.12	23 0.11

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Governor's Office	2 0	21 1	23 1
Customer Company Total	2 0	21 1	23 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Governor's Office	2 0.02	21 1.49	23 1.36
Customer Company Total	2 0.02	21 1.49	23 1.36

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Detail

INC000000327446	Sherry Childers Metro B Help Desk	Network Janet Hongsyvilay	Error Governor's Office	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000329117	Cuong Nguyen Help Desk	Application Eileen Dubach	Password Governor's Office	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329258	Samantha Julian Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Governor's Office	None Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.55 20.25
INC000000329342	Cuong Nguyen Capitol Desktop Support	Application Chad Poll	Password Governor's Office	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 1.52
INC000000329905	Jim Grover Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330040	Colene Tucker Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330343	Chris Tallackson Metro B Help Desk	Application Janet Hongsyvilay	Reporting Governor's Office	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.25
INC000000330921	Nancy Neilson Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331070	Ron Gordon Application Services	Application Martin Gonzalez	None Governor's Office	Proofpoint Email Security High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000331562	Sherry Childers Metro B Desktop Support	Network Bill Crowther	Password Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331568	Deborah Boren Metro B Desktop Support	Network Bill Crowther	Error Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331646	Pamela Blackham Capitol Desktop Support	None Chad Poll	None Governor's Office	None High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331953	Samantha Brouse Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332163	Alex Dalpe-Charron Metro B Desktop Support	PC/Laptop Bill Crowther	Virus Governor's Office	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.47
INC000000332349	Samantha Julian Voice Operations	Telecom Kelly Johnson	Coverage Path Governor's Office	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.70
INC000000333214	Jill Flygare Application Services	Application Martin Gonzalez	None Governor's Office	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.17

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INC000000334975	Chris Tallackson	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR: 0.55
	Application Services	Dustin Crump	Governor's Office	Low Closed	TTR Missed: No	TTR: 0.60
INC000000335499	Cheralyn Anderson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Governor's Office	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000336853	Jerriann Ernstsens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.69
	Metro B Desktop Support	Anthony Booyse	Governor's Office	Low Resolved	TTR Missed: No	TTR: 1.25
INC000000337082	Harold Cunningham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000337312	Nicole Sherwood	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000337801	Nancy Grisel	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000339450	Shannon Simonsen	Application	Error	Public Meeting / Notice Web Site	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low Resolved	TTR Missed: No	TTR: 0.00